

**State of Montana - Energy Ombudsman Workplan and Budget for the Period July 1, 2005 through June 30, 2006**

| Agency Name and Address  |  | Phone Number   |  |   |        |
|--|--|--|--|---|--------|
| District 6 HRDC<br>300 1st Ave. N., Ste. 203<br>Lewistown, MT 59457  |  | 538-7488   |  |   |        |
| Purpose  |  |  |  |   |        |
| Provide case management-type staff at Human Resource Development Councils whose purpose is to assist low-income customers (households whose annual incomes are at or below 150 percent of U.S. Department of Health and Human Services Poverty Guidelines) needing emergency energy assistance by providing services that identify and address emergency heating situations and encourage and enable households to reduce their home energy burdens. |  |  |  |   |        |
| Outcome  | Activity   | Indicator  | Measurement  | Cost and FTE  |        |
| Result of Intervention   | How outcome will be achieved (e.g. client education, payment plan negotiation, budget counseling, outreach, etc.)  | # and % of households expected to achieve outcome (e.g. households surveyed reporting manageable energy bills, households new to LIEAP, etc.)  | Describe how outcome will be measured (I.e., data source and collection procedures.) | Energy Ombudsman costs and related FTE associated with providing services associated with this outcome (e.g., 12,000/.4FTE) |        |
| Expanded participation in LIEAP, Energy Share, USB and other emergency energy assistance programs.   | 120 new households request information on how to better afford their energy bills.                                 | 102/120 or 85% are under 150% of poverty and referred to LIEAP/USB programs  | Referral sheets - CDS agency referral report   |   |        |
| Low-income households moved to energy self-sufficiency.  | 102 Households receive assistance applying for LIEAP/USB programs that enable them to better meet energy expenses. | 102/102 receive assistance to complete LIEAP/USB application process   | CDS  | \$ 1,840.00   | .07FTE |
|  |  | 102/102 will receive energy conservation information and referral to energy conservation workshops and other sources of financial assistance that might free up dollars for energy expenses. | CDS, applicant files   |   |        |

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|---|--|---|------------------------------|-------------|--------|
|   |  | 18/120 or 15% will be over the income guidelines for energy assistance programs. 18/18 will receive information on how to reduce energy costs and referral to other sources of financial assistance and energy conservation workshops |                              | \$ 162.00   | .01FTE |
| Low-income households moved to energy self-sufficiency. | Energy conservation workshops will be held at senior/community centers   | 8 workshops will be held annually   | Workshop sign-in sheets, CDS | \$ 1,536.00 | .06FTE |
|   |  | 100% of attendees will receive information on how to reduce energy costs  |                              |             |        |
|   |  | 100% of attendees will receive information on Energy Assistance programs  |                              |             |        |
|   |  | 10% of attendees will apply for the LIEAP Program or other energy assistance program  | Workshop sign-in sheets, CDS |             |        |
|   | 60 households request assistance with weatherizing their homes to conserve energy.                                 | 40/60 or 67% are determined to be income eligible for LIEAP.  | CDS                          | \$ 2,400.00 | .1FTE  |
|   |  | 40/40 or 100% receive personalized energy action plans and low cost/no cost weatherization materials.   | CDS/applicant files          |             |        |
|   |  | 20/60 or 33% are determined over income guidelines for LIEAP and referred to utility programs, websites, and MSU extension service for additional resources.  |                              |             |        |
|   | 50% of clients who receive weatherization need additional energy conservation education to maximize energy savings | 20 households receive personalized energy action plans that include consumption/usage analysis and tips to reduce energy costs.   | CDS/applicant files          | \$ 1,200.00 | .05FTE |

|   |   |  |  |              |                        |
|---|---|--|--|--------------|------------------------|
| Energy related emergencies identified and resolved.     | 150 households request emergency assistance to prevent termination of heat or electricity   | 30/150 or 20% receive assistance negotiating a payment plan with vendor and referral to other sources of financial assistance  | Referral sheets - CDS agency referral report | \$ 360.00    | .01FTE                 |
|   | 120 households receive energy crisis intervention services                                  | 120/150 or 80% receive emergency case management services  | CDS/applicant files                          | \$ 8,640.00  | .35FTE                 |
|   |   | 120/120 or 100% receive referral to and assistance with emergency program applications   |  |              |                        |
|   |   | 120/120 or 100% receive referral to other programs that might increase income available to cover energy costs. (Food Stamps, WIC, ChildCare Assistance, Rental Assistance, etc.) |  |              |                        |
|   |   | 120/120 or 100% receive Basic budgeting education  |  |              |                        |
|   |   | 120/120 or 100% receive dispute resolution education   |  |              |                        |
| Low-income households moved to energy self-sufficiency. | 120 households in energy crisis receive energy conservation education to lower energy bills | 120/120 or 100% receive basic energy conservation education  |  | \$ 1,920.00  | .08FTE                 |
|   |   | 24/120 or 20% will complete self-assessment/audit of their homes and complete an individualized action plan to lower energy costs.   |  | \$ 1,440.00  | .06FTE                 |
|   |   |  |  | \$ 19,498.00 | Wages                  |
|   |   |  |  | \$ 7,019.28  | Payroll taxes/Benefits |
|   |   |  |  | \$ 647.00    | Travel (meals/mileage) |
|   |   |  |  | \$ 2,835.72  | Admin. Costs           |
|   |   |  |  | \$ 30,000.00 | Total Costs            |